A VOICE AT THE TABLE
Client Advisory Councils

A toolkit for employing the expertise of individuals with lived experience to better serve our communities.
OBJECTIVES FOR TODAY'S SESSION

1. Demonstrate how organizations that incorporate community members with lived experience are better equipped to make their services more focused, efficient, integrated, culturally appropriate, and sustainable.

2. Describe how our toolkit could provide information on how to create an inclusive organizational environment and improve hunger relief strategies by involving individuals who have life experience with food insecurity. This information can then be utilized in planning, strategy implementation, practice reviews, policy development, and leadership.

3. After attending the session participants will be able to design and implement an action plan, using the resources in the toolkit, to launch their own CAC.
Beyond Hunger creates solutions to end hunger at every stage of life through our comprehensive programs providing emergency food to families in need, feeding kids when school is out, and delivering groceries to homebound older adults. Our community partnerships help us identify pockets of hunger and meet the need together.
INTRODUCTIONS

Bri Kellogg
NUTRITION EDUCATION COORDINATOR AND DIETITIAN

Monnette Bariel
VOLUNTEER TALENT AND INCLUSION MANAGER

Rudolfo Flores
CLIENT ADVISORY COUNCIL FOUNDING MEMBER
HOW IT STARTED?

“When lived experience perspectives are included in the planning, design, implementation, and evaluation stages of hunger relief efforts, the quality, impact of services or products, and ability to develop innovative approaches that reach the target population and effectively meet their needs are vastly improved. Lived experience insights can also be extremely valuable in contributing to effective communication, enhanced safety, as well as enriched support for entire communities.”
OUTREACH TO DATE

CLIENT SURVEY
Increase response rate by our clients
Create confidence within our community, clients concerns being heard
Create meaningful change

WELLNESS CHECKS - PANDEMIC RESPONSE
CAC outreach to our community
Response was overwhelmingly positive and heartfelt

ADVOCACY - CHANCE TO IMPACT POLICY
CAC participated in community conversations with Hunger Free America/Joel berg, Rush University Medical Center's Community Health Equity and Engagement, Austin Fresh for a new program proposal for Spring of 2022.
TOOLKIT
MATERIALS AND STARTERS TO GET YOU STARTED

To download materials visit: gobeyondhunger.org/CACTOOLKIT

A VOICE AT THE TABLE 11.4.2021

GOAL WORKSHEET
TIMELINE
CHOOSING A NAME
INCENTIVIZING
GOALS
BYLAWS
RECRUITMENT MATERIALS
APPLICATION
ADDITIONAL RESOURCES
SMARTIE

STRATEGIC
Reflects an important dimension of what your organization seeks to accomplish (programmatic or capacity-building priorities).

MEASURABLE
Includes standards by which reasonable people can agree on whether the goal has been met (by numbers or defined qualities).

AMBITIOUS
Challenging enough that achievement would mean significant progress—a “stretch” for the organization.

REALISTIC
Not so challenging as to indicate lack of thought about resources, capacity, or execution; possible to track and worth the time and energy to do so.

TIME-BOUND
Includes a clear deadline.

INCLUSIVE
Brings traditionally marginalized people—particularly those most impacted—into processes, activities, and decision/policy-making in a way that shares power.

EQUITABLE
Seeks to address systemic injustice, inequity, or oppression.

Source: managementcenter.org/resources/smartie-goals-worksheet
• PURPOSE
• MEMBERSHIP REQUIREMENTS
• SELECTION PROCESS
• MEETINGS
• TASKS
• FEEDBACK
• EXPECTATIONS
• COMPENSATION
1. Creation of FY22 CAC Goals

2. Start the recruitment process for 3 – 5 new members, completed by February 2022

3. Create and implement Spring Client Needs Survey

4. Initiate community outreach to recently increased populations served

5. Assist with the Nutrition Education Spring programs
Fall 2019
Program Assessment Committee was formed including Board, staff, volunteers, and clients.

September – October 2019
Creation and implementation of Community Survey #1

November – December 2019
Disseminate survey results to our community.

February 2020
Community Survey #2 regarding in-house and mini client choices.

April and May 2020
CAC helps launch online Nutrition Education program.

May – June 2020
Community Survey #3 – “How do you want to receive food?”

May 2020 - June 2020
Wellness checks to community (100 clients)

Spring 2021
Community Survey #4 – revisited “How do you want to receive your food?”

Fall of 2021
Began the creation of CAC Bylaws.

Winter of 2021
Recruitment of new CAC members.
WE NEED YOUR VOICE

RECRUITMENT MATERIALS

We need your voice. Apply to be part of Beyond Hunger's Client Advisory Council (CAC). As we strive to meet the needs of our community with dignity and respect, your talent and expertise is needed. Beyond Hunger's CAC has already helped to change and direct Beyond Hunger's policies. Click for application details: https://www.gobeyondhunger.org/CAC

BEYOND THE KITCHEN—OVEN ROASTED LEMON-HERB CHICKEN BREASTS RECIPE

Beyond the Kitchen is a food program that provides meals to food-insecure households. Beyond the Kitchen seeks to provide a diverse menu of nutritious meals to those in need. This recipe is one of our favorites:

Ingredients:
- 4 lb boneless, skinless chicken breasts
- 2 tbsp olive oil
- 1 tsp dried thyme
- 1 tsp dried basil
- 1 tsp dried rosemary
- 1 tsp salt
- 1 tsp black pepper
- 1 lemon, cut into wedges
- 1 bunch fresh oregano

Instructions:
1. Preheat the oven to 400°F. Season the chicken with the salt, pepper, thyme, basil, and rosemary.
2. Place the seasoned chicken on a baking sheet lined with foil. Spread the lemon wedges over the chicken. Place a sheet of aluminum foil over the baking sheet.
3. Bake for 45 minutes or until the chicken is cooked through.

Send your feedback and comments to info@gobeyondhunger.org.
As Beyond Hunger programs grow, we need more input and more diverse perspectives. If you've participated in any of Beyond Hunger's programs and want to get more involved, fill out the CAC Application form. Once received and reviewed, a Beyond Hunger staff member will contact you to review the next steps of the application process.

oakparkriverforestfoodpantry@gmail.com (not shared)

First Name

Your answer
CLIENT. PARTICIPANT. GUEST. COMMUNITY.
"Members will be compensated at the rate of $15/hour via gift card or cash as desired by the CAC member."
Racial Equity and Hunger National Learning Network
racialequityhunger.org

The Management Center
managementcenter.org

Board of Innovation
boardofinnovation.com
LESSONS LEARNED

LESSON 1  
Allow the council members to guide the process.

LESSON 2  
Create a structure before establishing council members.

LESSON 3  
Keep the council engaged throughout next steps.
FUTURE GROWTH

- PUBLIC POLICY ADVOCACY
- COMMUNITY HEALTH AMBASSADOR
- POST PANDEMIC PROTOCOLS & INTRODUCTING THE "NEW NORMAL"
- REVIEW OF OPERATIONAL PRACTICES
BREAKOUT QUESTION AND ANSWER

1. QUESTIONS FOR ORGANIZATIONAL LEADERSHIP
   Michele Zurakowski, PhD CEO
   Ricardo Garcia, Senior Pantry Programs Manager

2. QUESTIONS ON COMMUNITY OUTREACH THROUGH THE CAC
   Bri Kellogg, Nutrition and Health Education Coordinator
   Tracey Showers, Client Advisory Council Member & Pantry Participants

3. QUESTIONS FOR COUNCIL MEMBERS
   Monnette Bariel, Volunteer, Talent, and Inclusion Manager
   Rudolfo Flores, Client Advisory Council Member & Program Participant